A. Schmaltz - Troy → File
Do not find one Boseknu Policy was sent to NAPA on April 15 - Advise covering the 10% Handling Charge

NATIONAL AUTOMOTIVE PARTS ASSOCIATION
EXECUTIVE OFFICES 10400 WEST HIGGINS ROAD ROSEMONT ILLINOIS 60018 (312) 298-5151

September 8,1977

Mr. Phil Grim
Manager - Customer Relations
American Brakeblok Division
P.O. Box 3250
Winchester, Va. 22601

Dear Phil:

I recently received a letter from one of our Distribution Centers in regard to the American Brakeblok policy of annual classification returns. Based on the current operating policies and procedures which have been provided to us by American Brakeblok and were last revised in April, 1977, we show that there is no handling charge or limitation placed on classification returns by the NAPA Distribution Centers. However, it appears that recently at least one of our Distribution Centers has been confronted with a handling charge on classification returns. I have on hand and have included a copy of the small folder entitled "Statement of Policies & Procedures" for American Brakeblok. This policy does refer to such a charge under the section of Obsolescence Policy, however, our normal stock returns do not fall in the area of obsolescence in most instances.

I would like to ask for some feedback on your part as to the reason why an apparent charge was made to one of our Distribution Centers for their classification return. I have attached the original letter I received from the particular Distribution Center in question. Your response at the earliest possible date would be much appreciated.

Best regards,

N A P A

Dain Inman

DI/sp
Attachments

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